

*Clark Regional Wastewater District,
Washington*



*Request for Proposal
For Enterprise Resource Planning System
Selection and Implementation*

Issue Date: October 28th, 2024

Closing Date: December 6th, 2024, 5:00 pm PT

A virtual pre-proposal meeting will be held on November 12th, 2024, at 2:00 pm PT. Potential respondents should request the invite via email from RFP@crwwd.com.

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1. Proposal submission

Proposal due date: Submit via email to RFP@crwwd.com by December 6th, 2024, 5:00 pm PT

Submit to the District: **Digital format** of one technical proposal, including the following files:

- **Attachment A – Bidder Forms.docx**
- **Attachment B – Pricing Forms.xlsx**
- **Attachment C – ERP Functional Requirements.xlsx**
- **Attachment D – Staffing Forms.xlsx**
- **Attachment E – Information Privacy and Security Agreement**

An electronic version of the proposal and all attachments in the required format noted in the prior paragraph are to be submitted by the proposal due date through email to RFP@crwwd.com. The District is not responsible for electronic submissions not received by the deadline.

1.1 RFP clarifications and questions

*Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from bidders regarding the requirements of this RFP shall be directed via email to: **RFP@crwwd.com***

1.1.1 Communications regarding RFP

If any person contemplating submitting a proposal is in doubt as to the meaning of any part of this RFP, they may submit a written request email to RFP@crwwd.com for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of the proposal.

1.1.2 Addenda

The bidder will acknowledge receipt of each addendum issued on <https://crwwd.com/procurement/active-procurement> by stating so in **Attachment A – Bidder Forms.docx**. No oral explanation or instruction of any kind or nature whatsoever given before the

award of a contract to a bidder shall be binding. Questions should reference the RFP title, the section of the RFP to which the questions pertain, and all contact information for the person submitting the questions. Official changes, modifications, and responses to questions or notices relating to the requirements of this RFP will be distributed via the District website. Any other information of any kind from any other source shall not be considered official, and bidders relying on other information do so at their own risk.

1.2 Anticipated timeline overview

Listed below are specific and estimated dates and times of actions related to this RFP. The milestones with specific dates must be completed as indicated unless otherwise changed. If it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

<i>Milestone</i>	<i>Timeframe</i>
RFP issuance	October 28, 2024
Pre-proposal meeting	November 12, 2024, 2:00 pm PT
Intent to propose emailed	November 27, 2024
Deadline for questions	November 15, 2024
Proposals due	December 6, 2024, 5:00 pm PT
Proposal Evaluation	December – January 2025
Demonstrations of software (subject to change and will vary based on the number of responsive bidders)	February 2025 – March 2025
Start date of contract	Spring 2025

1.3 Pre-proposal meeting

The District will hold an optional pre-proposal meeting to allow bidders to ask questions regarding this solicitation. The meeting will be remote and take place on November 11, 2024 at 1:00 pm Pacific Time. Bidders must email RFP@crwwd.com to request the meeting link.

1.4 Intent to propose

The District requests bidders submit an optional intent to propose via email to RFP@crwwd.com. Bidders should state either their intent to propose or if they do not plan to propose. This process is optional and not required for bidders to submit a response.

2. Introduction

2.1 Definitions

The following definitions are used in the RFP:

- **Bidder** means a firm, company, or organization responding to the RFP document to provide services to implement the software described in the RFP.
- **Business days** mean Monday through Friday, 8 am to 5 pm local time in Washington, excluding District holidays.
- **Business function** means business functional areas such as finance, budget, and procurement.
- **Client or the District** means Clark Regional Wastewater District, WA.
- **Confidential information** means information that may be exempt from disclosure to the public or other unauthorized persons under city, state, or federal statutes and regulations. Confidential information includes, but is not limited to, any information identifiable to an individual that relates to a natural person's health, finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, email addresses, Social Security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, District source code or object code, or District security information.
- **Configuration** means the use of application features to establish business rules in the application to meet the District's business needs.
- **Contract** means the written agreement entered between the District and the bidder evidencing the terms and conditions related to the project. The contract includes the proposal, including executed bid/response forms, pricing, specifications, and other attachments; notice(s) to proceed; and all amendment(s) issued prior to, and all modifications (change orders) issued after, the execution of the contract.
- **Core/required functionality** means the software functionality that the District intends to implement as part of this project.
- **Optional modules** represent an optional module that may be considered as part of this project.
- **ERP application software** means the software solution for which the successful bidder will be responsible for providing software integration and implementation services.

- **Holdback** means the payment amounts held back by the District from each deliverable's charges.
- **Key staff** means the bidder's personnel or subcontractor staff whose experience, skills, abilities, or background make them uniquely valuable to the District and who are named as key staff in this contract or a Statement of Work.
- **Outside agency/third-party interface** means an interface or integration with outside agencies or organizations.
- **Plante & Moran, PLLC** is the District's software as a service (SaaS) ERP procurement assistance consultant for the project.
- **Project** means the District's overall objective or endeavor of which this RFP document forms a part.
- **Proprietary information** means information owned by the bidder to which the bidder claims a protectable interest under the law. Proprietary information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
- **Software** means the licensed software application, including third-party software applications that are intended to be implemented by the District.
- **Software as a service (SaaS)** means the software bidder's supported and managed software solution provided as a remote service to the client.
- **Software integrator** means the bidder selected through this RFP process to implement the software solution chosen by the District.
- **Software bidder** means the company providing the software to the District.
- **Subcontract** means any agreement, including purchase orders (other than one involving an employer/employee relationship), entered between the bidder and a subcontractor calling for services, labor, equipment, and/or materials required for the performance of the work required by the RFP document, including any modification thereto.
- **Subcontractor** means any individual, firm, partnership, corporation, joint venture, or other entity, other than an employee of the bidder, which contracts with the bidder or a subcontractor to furnish services, labor, equipment, or materials required for the performance of the work required by this RFP document, including any modification thereto.
- **System** means the fully installed, configured, and implemented software application(s), including any third-party software, necessary to meet the District's requirements and defined work.
- **System interfaces** define where the District has identified an integration is needed.

- **System requirements** mean functional and technical requirements for the software solution chosen by the District. These system requirements and the software bidder's response form are available in the attached **Attachment C – Requirements.xlsx**.
- **Third-party** means a separate software bidder from the primary software bidder.

2.2 Clark Regional Wastewater District and project background

Clark Regional Wastewater District is one of the largest sewer districts in the state of Washington, providing professional wastewater services to over 125,000 customers and 41,000 utility billing accounts. The 47-square mile service area includes Ridgefield, Vancouver, Hazel Dell, Brush Prairie, Orchards, and multiple rural centers. The District maintains over 775 miles of sewer lines, 77 pump stations, and 891 Septic Tank Effluent Pumping (STEP) systems.

The District and three (3) partner agencies, Clark County, the City of Ridgefield, and the City of Battle Ground, formed and are members of a regional sewer entity formally incorporated as the Discovery Clean Water Alliance (Alliance). The District serves as the contract Administrative Lead and Operator; managing the overall affairs of the Alliance, which include Operating Budgets, Capital Plans, Capital Budgets, Accounts Payable and Receivables, and its operating policies. The District and the three (3) partner agencies jointly own and manage the regional wastewater system, facilities, and assets.

2.3 Project objectives

The District currently utilizes Springbrook's on-premise financial and utility billing system, which will no longer be receiving support from Springbrook. In this RFP, the District will evaluate which solution(s) will best replace legacy Springbrook and address the following project objectives:

- Take advantage of expanded and improved functionality available in a modern ERP system
- Reduce the need to manipulate data for standard business needs
- Support the District's ability to bill and manage a growing customer base more effectively
- Integrate with existing technology throughout the District to reduce redundant data entry

2.4 Current application environment

Legend for current applications

<i>Legend Code</i>	<i>Description</i>
Replace	The District intends to replace this application with the selected solution.
Consider	The District will consider replacing this application with the selected solution based on the strength of the finalist bidder's offering and the cost/benefit of the replacement module.
Maintain	The District intends to retain the application, not replace it, through this effort.
Integrate	The District intends to keep the application and interface/integrate it with the selected solution.
Consider integrating	The District will consider replacing this application with the selected solution based on the strength of the finalist bidder's offering and the cost/benefit of the replacement module. If the District maintains this application, it would require an interface to the ERP. Therefore, the bidder must provide interface experience and pricing for these applications.

Application	Application notes & description	Likely future	Data flow (for integrations only)	Direction of data flow (for integrations only)
ArcGIS	GIS system, provides permits and asset information to SQL	Integrate	Spatial mapping and address information	Bidirectional

Application	Application notes & description	Likely future	Data flow (for integrations only)	Direction of data flow (for integrations only)
Civic Pay (Merchant Transact)	Customer portal for recurring payment processing (customer online accounts), including phone call payments (IVR payments)	Replace		
District Property Information Center (CCGIS)	Database for property owners and past due information	Integrate	Updated owner records for a given property	To the ERP
eRecord	System used to file liens and lien releases	Maintain and integrate if possible	Lien releases and files	From the ERP
Flowfinity	Field data collection	Consider	Permit status and inspector confirmation	To the ERP
Lucity (CentralSquare EAM)	Work order management system including project	Integrate	Work order labor costs and equipment detail. Potential to associate	Bidirectional

Application	Application notes & description	Likely future	Data flow (for integrations only)	Direction of data flow (for integrations only)
	utilization, labor costs, and equipment		contracts and invoices with work orders	
Microsoft Access	Lien releases (satisfaction of liens), various reports from Excel, communication for permit and job information	Replace		
Relay (Selectron)	Automated phone call system	Integrate	Export of accounts with a balance who should receive an automated call	From the ERP
Ring Central	Cloud-based phone system for customer calls	Maintain and integrate if possible	Customer information to pull up during phone calls	From the ERP
RT Vision	Software that the District will implement for project management	Maintain		Bidirectional or from ERP

Application	Application notes & description	Likely future	Data flow (for integrations only)	Direction of data flow (for integrations only)
Springbrook	The financial and utility billing system	Replace		
UKG	Human capital management	Integrate	General ledger account segments, payroll information, employee reimbursements	Bidirectional
WebCheck	Payment system for title companies to receive closing payoffs	Consider		
Allpaid/ProView	Permit payment and other one-time payment processor (special assessment accounts, development fees, utility reviews)	Replace		
Solverity	Collections agency for	Integrate	Account information and	From the ERP

Application	Application notes & description	Likely future	Data flow (for integrations only)	Direction of data flow (for integrations only)
	delinquent accounts		delinquent amounts	
The Master's Touch	System that receives exports from Springbrook to print billing statements	Integrate	Utility billing statements to print	From the ERP
Wells Fargo	The District's bank and purchase card provider, and lockbox provider	Integrate	Purchase card amounts, check reconciliation imports, and bank reconciliation detail	Bidirectional

2.5 Current technical environment

As part of the proposal process, bidders will be required to submit significant technical details about the proposed solution. Any potential conflicts with the District's current technical environment must be noted in the Technical and Bidder Hosting Requirements Form in **Attachment A – Bidder Forms.docx**.

Technology Standards	Current
Electronic Plan Review	BlueBeam
Geographic information system (GIS)	ArcGIS
Handheld devices	iOS (iPhone and iPad) and Androids (Samsung Galaxy)

Identity management and user authentication	Active Directory (on-premise)
Imaging/content management system	Dispatcher Phoenix Scanning Software (Konica Minolta) and on-premise file share
Interactive voice response system	Selectron Payment System
Internet browsers	Google Chrome, Microsoft Edge, and Mozilla Firefox

2.6 Summary of operating volumes and standards

A summary of organization volumes and standards is included below. These volumes and standards reflect actual and estimated amounts for the current environment.

Operating Volumes/Standards		Current
Number of customers		41,000
Number of departments		13
Budget (central IT)		\$1,000,000
Budget		\$59 million
Number of IT FTEs		1
Number of Users (Anticipated Future) Per Area (Super User / Normal – Casual User)		
Financials		8/70 (70 assumes p-card users need access to enter transactions, not including p-card only users there are about 35 normal users).
Utility billing		10/15
Budgeting		
Budget entry model (centralized or decentralized):		Centralized

Operating Volumes/Standards		Current
Number of approval levels		1 (Board)
Budget frequency		Annual
Fixed Assets		
Number of capitalized fixed assets		1,000
Fixed asset capitalization threshold		\$10,000
Tracking/reporting of non-depreciable assets?		Not currently
Project/Grant Accounting		
Number of projects		30 current
Number of grants		3 current
Purchasing/Contract Management/Inventory		
Use of NIGP/commodity codes?		No
Number of requisitions and purchase orders per month		100
Number of ongoing contracts		Approx. 100 active contracts
Number of vendors in purchasing system		1,200
Use of inventory item codes?		Not currently, would like to
Accounts Payable		
Number of invoices per month		250
Frequency of check runs		Weekly
Check signature method (electronic, manual, etc.)		Electronic
Payments types supported		Check, ACH, P-Card, Virtual Card
Number of 1099s processed annually		30

Operating Volumes/Standards		Current
Cash Receipting		
Receipting model (centralized or decentralized)		Centralized
Number of cash registers / POS terminals		10
Utility Billing		
Major services billed		Sewer only (Sewer service charges, past due charges, system development charges)
Read method		N/A - non-metered service
Number of utility accounts		41,000
Frequency of billing		Monthly – Commercial (1,680 accounts/month) Bi-monthly – Residential (22,000 accounts/month)
Number of billing cycles		19 cycles (10 Residential / 9 Commercial)
Number of annual bills		285,000
Number of annual late reminders/notices		10,000
Number of annual shutoffs		N/A

2.7 Overall evaluation process

Responses to this RFP will be evaluated by an RFP Selection Committee consisting of various process owners within the District. The District's intent is to acquire the solution that provides the best value to the District and meets or exceeds both the functional and technical requirements identified in this RFP. The District will use the following process to reach a finalist bidder decision:

Round 1 - Minimum criteria: As part of the bidder's RFP response, minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all minimum criteria will automatically disqualify the bidder's response from further consideration.

Round 2: The bidder's proposal response will be evaluated based on the defined Round 2 criteria. At the conclusion of Round 2, the District will determine which bidders proceed to Round 3.

Round 3: The top bidders in the Round 2 evaluation will then proceed to an additional level of due diligence that may include the following activities:

- Review of the original proposal response.
- Follow-up questions and answers with the bidders.
- Bidder demonstrations to include module/functionality demonstrations, technical demonstrations, service presentations, and other due diligence.
- Reference checking with comparable entities using the bidder's product.

At any point in time during the Round 3 evaluation, a bidder may be eliminated from further consideration. After the Round 3 activities, the finalist bidder(s) will be evaluated on all information collected to date.

As part of the Round 3 evaluation, a bidder may be asked to submit a revised proposal, including costs, based on scope refinement throughout the evaluation process.

2.8 Evaluation criteria

2.8.1 Round 1 minimum criteria:

Minimum criteria checklist

☐ *Minimum client software installations*

Software bidder and/or integrator combined must have provided software for at least five public sector organizations of similar size and complexity within the past five years.

☐ *RFP response timeliness*

RFP response is submitted by the due date and time.

Minimum criteria checklist

☐ *Response authorization*

The RFP response is signed by an authorized company officer.

☐ *Response completeness*

The bidder complied with all instructions in the RFP and responded to all items requested with sufficient detail, allowing for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the District to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.

2.8.2 Round 2 evaluation criteria:

Round 2 evaluation criteria	Weighting
Functionality: Capacity to deliver on key outcomes related to the core application software scope.	30%
Technical infrastructure: Bidder's technical requirements including cloud hosting benefits, compatibility, integration abilities, and ongoing support.	25%
Bidder background: The number and size of the bidder's comparable municipal references, implementations of similar scope, financial stability, completeness of response, experience of bidder staff, and quality of proposal response.	10%
Implementation approach: Project management, training, staffing, and assistance.	25%

Cost: One-time and ongoing, including the level of services required from the District.	10%
Total	100%

2.8.3 Round 3 evaluation criteria:

Round 3 evaluation criteria	Weighting
Functionality: Capacity to deliver on key outcomes related to the core application software scope as shown in vendor demonstrations.	30%
Technical infrastructure: Bidder's technical requirements including cloud hosting benefits, compatibility, integration abilities, and ongoing support as shown and discussed in vendor demonstrations along with the response to the requirements.	25%
Bidder background: Capabilities and references discussed during vendor demonstrations, due diligence activities, and reference checks, and the proposal response.	10%
Implementation approach: Project management, training, staffing, and assistance as discussed during vendor demonstrations and shown in the proposal response.	25%
Cost: One-time and ongoing, including the level of services required from the District.	10%
Total	100%

3. Bidder and proposal response guidelines

3.1 Responder guidelines

3.1.1 Intent

It is the intent of the District, through this request for proposal and the contract conditions contained herein, to establish, to the greatest possible extent, complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal. It shall be the bidder's responsibility to ascertain that the proposal includes reference to all addenda issued prior to the proposal submission date in **Attachment A – Bidder Forms.docx**. The terms of the RFP and the bidder shall be determined by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

3.1.2 No ex parte communications during the competitive bidding period

To ensure the proper and fair evaluation of a response, the District prohibits ex parte communication (e.g., unsolicited) initiated by the proposed bidder to a District official or an employee evaluating or considering the responses prior to the time a formal decision has been made. Questions and other communication from bidders will be permissible until November 15, 2024, at 5:00 pm PT. Any communication between the responder and the District after the deadline for questions will be initiated by the appropriate District official or employee to obtain information or clarification needed to develop a proper and accurate evaluation of the response. Ex parte communication may be grounds for disqualifying the offending responder from consideration or award of the solicitation in evaluation or any future solicitation.

3.1.3 Basis for award, evaluation criteria, and questions

The qualifications of responders on this project will be considered in making the award. The District is not obligated to accept any proposal if deemed not in the best interest of the District to do so. The District will award the contract to the responder determined to be most qualified based on the evaluation criteria contained in this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The District reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the District at its sole discretion.

A proposal may be considered nonresponsive at any time during the solicitation based on changed conditions, provided the District notifies the proposers of the changed conditions and provides a reasonable opportunity for the proposers to respond to the changed conditions.

The District reserves the right to waive any informalities or irregularities in proposals.

The District reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the District's best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations, and any reference checks, and any other information or factors deemed relevant by the District may be utilized in the final award. The final award of a contract is subject to approval by the District.

3.1.4 Right to request additional information

The District reserves the right to request any additional information that might be deemed necessary during the evaluation process.

3.1.5 Advertising

The bidder shall not advertise or publish the fact that the District has issued this RFP or that the District has selected the bidder for the award of a contract without prior written consent from the District except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

3.1.6 Advice of omission or misstatement

In the event it is evident to a bidder responding to this RFP that the District has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding bidder shall advise the District via email at RFP@crwwd.com of such omission or misstatement.

3.1.7 Public disclosure notice

All materials provided by a respondent are subject to State of Washington public disclosure laws, per Chapter 42.56 RCW. Any information contained in a proposal that the respondent desires to claim as confidential or proprietary must be clearly designated, including page(s) with particular content

identified. The District assumes no obligation on behalf of the respondent to claim any exemption that is not clearly identified by the respondent as being confidential or proprietary in nature. The District will try to respect all material identified by the respondent as being confidential or proprietary but requests that respondent be highly selective of what they mark as such. The District will make a decision predicated upon applicable laws and can choose to disclose information despite it being marked as confidential or proprietary. In such cases, the District would provide advance notice to a proposer of its intent to release certain records so the proposer can seek protection of the records through appropriate legal action. Marking the entire proposal as confidential or proprietary, and therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the District. Documents or information identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the District's possession, the information is obtained from third parties without restrictions on disclosure, or the information was independently developed without reference to the confidential information.

3.1.8 Confidentiality statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the District.

3.1.9 Reserved rights

The District reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and select the firm which, in the sole opinion of the District, is the most advantageous to the District. The District also reserves the right to negotiate with potential bidders so that the District's best interests are served.

The District reserves the right to accept and create a solution, based on all bids received, that best meets its needs.

3.2 Proposal response guidelines

3.2.1 Turnkey solution

All prices quoted must include all hardware, equipment, software, and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The District reserves the right to purchase hardware separately.

3.2.2 Requirements for signing proposal

1. Each bidder, by proposing, represents that this document has been read and is fully understood.
2. The proposal must be signed (manually or digitally) by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
3. All manual signatures must have the name typed directly under the line of the signature.
4. The above requirements apply to all RFP addenda.

3.2.3 Trademarks

The District warrants that all trademarks that the District requests the bidder to affix to articles purchased are those owned by the District, and it is understood that the bidder shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the District.

3.2.4 Proposal preparation costs

The bidder is responsible for all costs incurred by the bidder or subcontractors in responding to this request for proposal.

3.2.5 System design costs

The successful bidder shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

3.2.6 Onshore data requirement

Any transmission, transportation, or storage of District data outside the United States is prohibited. Bidders are expected to prepare all costs related to implementation in accordance with this requirement.

3.2.7 Pricing eligibility period

All bidder proposals are required to be offered for a term not less than *180 calendar days* in duration. A proposal may not be modified, withdrawn, or canceled by the bidder during the 180-day period following the time and date designated for the receipt of proposals. It is the District's intent to procure that software solution that meets the long-term criteria for the District. The District, during the selection process, may decide to purchase a subset of the proposal components with the initial contract. The District requires that bidders agree for a period of three years from the date of the proposal to honor software and services pricing established within the bidder's response for proposed components that are not included in the District's initial purchase. The price of the proposed components can only be increased by the bidder during such time by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

3.2.8 Additional charges

No additional charges, other than those listed in **Attachment B – Pricing Forms.xlsx**, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training, and bidder travel charges.

3.2.9 Purchase quantities

The District reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period. The District also reserves the right to leverage its own resources to procure hardware outside of this RFP.

3.2.10 Rights to pertinent materials

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the bidders that are submitted as part of the proposal shall become the property of the District upon receipt, a part of a public record upon opening, and will not be returned.

3.2.11 Award of contract

The bidder shall be deemed as having been awarded a contract when the formal notice of acceptance of the proposal has been duly served upon the intended awardee by an authorized agent of the District. Note that the successful bidder, at the time of contract execution, must be licensed to do business in the state of Washington.

3.2.12 Insurance requirements

The District will require the finalist bidder to retain insurance coverage in amounts and kinds to be negotiated with the finalist.

3.2.13 Consortium of companies

Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP

3.2.14 Limitation

This RFP does not commit the District to award a contract, to pay any costs incurred in the preparation of a response to this RFP or to procure or contract for services or supplies.

3.2.15 Disputes

The District encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints regarding the RFP process should be addressed via email to RFP@crwwd.com

3.2.16 Conflict of interest

All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of the District may have in the proposing firm or proposed project. A statement to this effect in the cover letter is sufficient in addressing this requirement.

3.2.17 Debarment or suspension

Proposer must certify that it is not debarred, suspended, or otherwise excluded from, or ineligible for, participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension." Proposer must also certify that it will not contract with a subcontractor that is

debarred or suspended. A statement to this effect in the cover letter is sufficient to address this requirement

3.2.18 Subcontracting

No activities or services included as a part of this Proposal may be subcontracted to another organization, firm or individual without the approval of the District. Such intent to subcontract shall be clearly identified in the Proposal. It is understood that the Proposer is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

3.2.19 Single audit requirements

Any contract awarded as a result of this RFP may include the Agreement to annually audit any contracts with the District. Audits shall be performed in accordance with Office of Management and Budget (OMB) Circular A-128 or A-133 as appropriate and shall be received by the District within the 12-month period following the close of each fiscal year. Agencies not covered by federal single audit requirements may be responsible for an independent agency audit, which meets generally accepted auditing standards.

3.2.20 Other audit/monitoring requirements

In addition, auditing or monitoring for the following purposes will be conducted at the discretion of the District: Fund Accountability, Contract Compliance and Program Performance.

3.2.21 Minority, women-owned and veteran-owned firms

Minority, women-owned, and veteran-owned firms are encouraged to submit proposals, as applicable. Bidders are encouraged to provide minority, women-owned, and veteran-owned firms the maximum practicable opportunity for subcontracting under the authority of this Contract.

3.3 District guidelines

3.3.1 Governing law and venue

In the event of litigation, the submittal documents, specifications, and related matters shall be governed by and construed in accordance with the laws of the State of Washington. Venue shall be with the appropriate state court located in Clark County, WA.

3.3.2 Americans with Disabilities Act information

The District, in accordance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, will make every reasonable effort to provide equal opportunity to submit qualifications in response to this request. Visit <https://www.crwwd.com/civilrights/> for more information. This material can be made available in an alternate format by emailing RFP@crwwd.com or calling 360-993-8852.

3.3.3 Title VI statement – nondiscrimination statement

The District will not discriminate on the basis of race, color, religion, age, national origin, ancestry, ethnic group identification, creed, sex, sexual orientation, marital status, disability, medical condition, political beliefs, genetic information, or veteran's status. The District does not intimidate or retaliate against any individual or group because they have exercised their protected rights, or for the purpose of interfering with such rights protected under 40 CFR Parts 5 and 7, including Title VI and VII of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title IX of the Education Amendments of 1972; Section 13 of the Federal Water Pollution Control Act Amendments of 1972 and Chapter 49.60 RCW, Washington's Law Against Discrimination, and 42 U.S.C. 12101 et seq, the Americans with Disabilities Act (ADA).

3.3.4 Cooperative purchasing

The District has entered into intergovernmental (interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies, under which either party may make purchases at the other party's accepted bid price. By submitting an offer, the respondent agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in Chapter 39.34 RCW are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchases by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase order from the public agency directed to the bidder or other party contracting to furnish goods or services to the District. The District will not accept responsibility for purchase orders issued by other public agencies.

The bidder shall extend this offer of cooperative purchasing to cover the District's contract duration (for any subsequent purchase orders/contracts resulting from this RFP) or 60 days post-award (for one-time purchases).

4. Proposal response format

To facilitate the analysis of responses to this RFP, the bidder is required to prepare their proposals in accordance with the instructions outlined in this section. *Bidders must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.*

Proposals shall be prepared to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be submitted to address the following items:

1. RFP response document
2. Attachment A – Bidder Forms.docx
3. Attachment B – Pricing Forms.xlsx
4. Attachment C – ERP Functional Requirements.xlsx
5. Attachment D – Staffing Forms.xlsx
6. Attachment E – Information Privacy and Security Agreement

4.1 Expected scope of system solution

The District requires responding bidders to propose a cloud solution, including software, hardware requirements (peripheral hardware devices if required to operate your proposed solution), implementation, project management, managed services, and other technology services for the entire scope of the project. To the extent the bidder is able, the District is looking for the bidder to conduct a thorough business analysis at the start of each module and to provide the District with an out-of-the-box system using its best practices and experience as a model. The following definitions should be considered relative to the scope list below:

Response options:

- Bidders must respond to all modules in scope. The District expects that a bidder proposing will propose for all functional areas within scope with either their own products or by partnering with other bidders (i.e., a bidder can use multiple software applications in one bid).
- Bidders who offer limited functionality can propose as a subcontractor of multiple bidders.

The following definitions should be considered relative to the scope list below:

- *Core (required)*: Components of the solution that are required to be fulfilled and proposed by responding bidders.
- *Expanded (optional)*: Components of the solution that may be optionally proposed by responding bidders but are not mandatory to include in the bidder's response. ERP bidders who cannot propose expanded components are encouraged to partner with other software providers to meet the expanded scope.

4.1.1 Software scope

Core scope:

Finance	Utility billing	Other
• Accounts payable • Accounts receivable • Bank reconciliation • Budgeting • Cash management • Cashiering • Contract management • Employee expenses • Fixed assets • General ledger • Inventory • Procurement • Project accounting	• Account management • Billing • Customer portal • Delinquency • Payment processing • Permits • Rates • Service orders	• Conversions • General and technical • Interfaces • Reporting and analytics

Expanded scope:

- Bid and solicitation management
- Device management
- Grant accounting

4.1.2 Services scope

- Project management
- Software installation/set-up
- Security design and configuration
- Business design/software configuration
- Technical design and standards
- Data conversion and migration
- Business analytics, report, and form development
- Integration and interface development
- Software modifications (if proposed based on response to functional requirements)
- Testing
- Training services
- Change management
- Knowledge transfer to staff
- System documentation development
- Deployment (dedicated servers, shared environment, etc.)
- Ongoing support and maintenance services
- Ongoing cloud hosting services

4.2 RFP response

This document should summarize and describe the proposed solution beyond what is asked in **Attachment A – Bidder Forms.docx**. *Do not include pricing in this document. Please provide a concise response. Proposers do not need to repeat information provided in other attachments. This document should focus on key differentiators and selling points of your system and services. Proposers are encouraged to provide a response to this section that is 20 pages or fewer.*

The proposal response should include the following topics:

1. Cover letter

- a. Statement acknowledging the vendor does not have a conflict of interest as described in section 3.2.16 of this RFP
 - b. Statement acknowledging the vendor is not debarred or suspended as described in section 3.2.17 of this RFP.
2. Executive summary
3. Company overview
 - a. Include any subcontractors that are part of your proposal
4. Application software
 - a. Hosting model
 - b. Key functionality
 - c. Updates and new releases
 - d. Integration capabilities
 - e. Data analysis capabilities
5. Implementation
 - a. Overview of approach including phases or stages and anticipated duration for this client
 - b. Project management approach
 - c. Vendor and District staffing including division of responsibilities
 - d. Configuration and process design approach
 - e. Data conversion
 - f. Testing approach
 - g. Training approach
 - h. Final cutover/transition to new system
6. On-going support
 - a. Support provided as part of subscription fees
 - b. Methods of contacting support

4.2.1 Attachment A – Bidder Forms.docx

This attachment will be used as a guided tool for bidders to answer specific questions about their software, methodology, approach, and more. Bidders are required to answer all questions on the forms. Failure to respond to all questions can result in disqualification of the entire proposal. Bidders should return a PDF version of **Attachment A – Bidder Forms.docx** with all requested signatures. The forms are as follows:

1. Company Background Form
2. Implementation Approach Form
 - 2.1. Project Management Approach
 - 2.2. Training
 - 2.3. Staffing Plan
3. Technical and Bidder Hosting Requirements Form
 - 3.1. Hosting and Usage
 - 3.2. Data Conversion
 - 3.3. System Performance
 - 3.4. Security
4. Ongoing Support Service Questionnaire
 - 4.1. Support and Maintenance
 - 4.2. Software Updates and Distribution
 - 4.3. Customizations
5. Client References Questionnaire
 - 5.1. Previous Projects – Last 3 Years
6. Contract Terms and Conditions – Non-Comply/Exception Explanations
7. Required Attachments
 - 7.1. Proposal Signature Form
 - 7.2. Non-Collusion Affidavit
 - 7.3. Minimum Criteria
 - 7.4. Subscription and Maintenance Agreement
8. Addenda

4.2.2 Attachment B – Pricing Forms.xlsx

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the bidder to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding bidder. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The expected initial term of the contract will be 5 years. Please provide pricing for 5 years plus 3 years of renewal fees for a total of 8 years of pricing. Actual contract duration is subject to negotiation. The District requests a firm,

fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Bidder checklist (including hosting/licensing model, travel and lodging costs, and discount)
- Proposal summary (no direct input required)
- Proposed scope
- Software information
- Implementation services
- Data conversion services
- Integrations
- Modifications
- Other implementation services
- Optional

Cost Proposal Guidelines:

- All cost data should be included in **Attachment B – Pricing Forms.xlsx** Do not include costs in other attachments.
- The District will not consider time and materials pricing. Bidders shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- Bidders are expected to provide milestone-based pricing for all services where payment will be made after acceptance of deliverables.
- Bidders shall specify their proposed annual increase, if any, for ongoing costs.
- The bidder shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
- In the event the product or service is not being included in the proposal, the item should be noted as "no bid."
- Bidders shall provide all pricing alternatives in these cost sheets.

- Bidder shall provide prices in U.S. dollars.
- Bidder shall make clear the rationale and basis of calculation for all fees.
- Bidders shall show separate subtotals for the required elements of the proposed solution and any layers of optional elements.

In presenting software subscription fees, the bidder shall:

- Explain all factors that could affect subscription fees.
- Indicate which product versions and operating platform(s) are included for each price.
- Make clear the extent of any implementation services that are included in the subscription fees (installation, configuration, training, etc.).

To the extent possible, bidders shall show any applicable discounts separately from the prices for products and services. The bidder is encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the District.

The District reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

4.2.3 Attachment C – Requirements.xlsx

Bidders will use the Microsoft Excel spreadsheet to respond to the requirements of this RFP. Bidders must use the **Attachment C - Requirements.xlsx** attachment to this RFP and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet. **Please note: The response to these requirements must be submitted in the exact format with no additional macros, formulas, new columns, modifications, or passwords. Failure to adhere to this requirement can result in disqualification of the entire proposal.**

The requirements in this section contain the desired functionality of the requested software solution.

Bidders must replace cell G2 in the instructions tab with the bidder's *company name*, which will be repeated for each subsequent module.

The *Required Product(s)* column is to be used to specify what product (e.g., product name or software module) is proposed. Use the *comment* column to provide additional comments pertaining to your response for that item.

Bidders proposing a multi-product solution should complete a general and technical module specification response **only in one submission**. The District will assume that the general and technical specification response applies to other proposed scope areas unless a bidder responds otherwise.

Note: The response to these requirements should be provided in the exact format as provided (e.g., no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

Bidders should review the requirements listed and respond with their availability within the bidder's proposed solution. The responses should be entered under the *Availability* column of each form as follows:

Y - Yes	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table-driven setups, and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality unless specifically excluded in the statement of work, as part of the deployment of the solution.
R - Reporting	Functionality is provided through reports generated using proposed reporting tools. Any required costs for report creation that cannot be performed by users must be included in the pricing forms.
T - Third party	Functionality is provided by a proposed third party (third party is defined as a separate software bidder from the primary software bidder). The pricing of all third-party products that provide this functionality MUST be included in the cost proposal.
M - Modifications	Functionality is provided through customization to the application, including the creation of a new workflow or the development of a custom interface, that may have an impact on future upgradability. The pricing of all modifications identified in the functional requirements must be included in the pricing forms.
F - Future	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.

N - Not
available Functionality is not provided.

4.2.4 Attachment D – Staffing Forms.xlsx

Bidders must use the Microsoft Excel spreadsheet to provide the expected level of effort of both the bidder and the District. Bidders must use the **Attachment D – Staffing Forms.xlsx** of this RFP and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet. Please note: The response to these requirements must be submitted in the exact format with no additional macros, formulas, new columns, modifications, or passwords. Failure to adhere to this requirement can result in disqualification of the entire proposal.

Bidder Resources Staffing tab: Provide for each module the list of project resources by type, years of experience and related hourly rates. The project resources should be listed by role/title (e.g., project manager, AP functional lead, trainer, technical developer, etc.). Add additional rows as needed. Space is available for up to 4 years of staffing detail if required. Only complete the months necessary for your proposed approach. The months proposed should match the total duration of implementation (i.e., if there are hours provided through month 20 in this document, it is expected that the duration of implementation is 20 months).

District Resources Staffing tab: Provide for each area the list of project resources by type that the District will be expected to provide. The project resources should be listed by role/title (e.g., project manager, AP functional lead, trainer, technical developer, etc.). Add additional rows as needed. Space is available for up to 4 years of staffing detail if required. Only complete the months necessary for your proposed approach. The months proposed should match the total duration of implementation (i.e., if there are hours provided through month 20 in this document, it is expected that the duration of implementation is 20 months).

4.2.5 Attachment E – Information Privacy and Security Agreement

This attachment provides the agreement for the awarded bidder's responsibilities including but not limited to professional services, software, remote desktop access, District data, system access, and privacy laws. All bidders must acknowledge that they will be subject to the terms and conditions of the Information Privacy and Security Agreement. Only the awarded bidder will be required to execute this agreement. Any exceptions to the agreement should be included in **Attachment A -**

Bidder Forms.docx. Failure to include an acknowledgment that the terms and conditions of the Information Privacy and Security Agreement will be part of the contract documents to be signed by the successful bidder can result in disqualification of the entire proposal.